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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of: Lundy M. Lewis

Application number: 09/577,224

Filed: March 23, 2000

For: METHOD AND APPARATUS FOR REACTIVE
AND DELIBERATIVE SERVICE LEVEL
MANAGEMENT (SLM)

Attorney Docket No.: APB-018

Group Art Unit: 2143

Examiner: D. England

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11/13/03
Date of Signature and Mail Deposit

By: David R. Burns
David R. Burns
Reg. No. 46,590
Attorney for Applicants

**REVOCATION OF PRIOR POWERS OF ATTORNEY
AND APPOINTMENT OF NEW POWER OF ATTORNEY**

Dear Sir:

Aprisma Management Technologies, Inc., the Assignee of the entire right, title and interest in the above-identified application by virtue of the Assignment document recorded in the U.S. Patent and Trademark Office for U.S. Serial No. 09/577,224 on June 21, 2003 (reel 010988, frame 0990-0993) hereby revokes all Powers of Attorney with respect to that application heretofore granted and appoints the below listed attorneys with full power of substitution and revocation to prosecute this application and to transact all business in the Patent Office connected therewith.

| | | | |
|------------------------|-----------------|--------------------------------|---------------------------|
| James E. Cockfield | Reg. No. 19,162 | Maria C. Laccotripe Zacharakis | Limited Recognition |
| Thomas V. Smurzynski | Reg. No. 24,798 | | Under 37 C.F.R. § 10.9(b) |
| Ralph A. Loren | Reg. No. 29,325 | Debra J. Milasincic | Reg. No. 46,931 |
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of LAHIVE & COCKFIELD, LLP, 28 State Street, Boston, Massachusetts 02109, United States of America

Please send all correspondence relating to the above patent application to:

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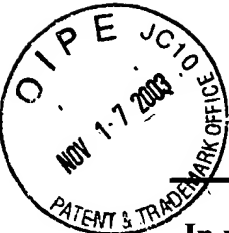
By:



Typed Name: Jacquie Arthur

Title: Chief Financial Officer

Dated: 11/5/13



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#15
T.D.
01/21/04

In re the application of: Lundy M. Lewis

Serial No.: 09/577,224

Filed: March 23, 2000

For: *Method And Apparatus For Reactive and
Deliberative Service Level Management (SLM)*

Attorney Docket No.: APB-018 (formerly C044/7160 (TAH))

Group Art Unit: 2143

Examiner: David E. England

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NOTIFICATION OF CHANGE OF ATTORNEY DOCKET NUMBER

Dear Sir:

The Attorney Docket Number of the above-identified patent application has changed. Please take notice that the *correct* Attorney Docket Number for this application should now be as follows:

“APB-018” instead of “C044/7160 (TAH)”

Please reference **APB-018** on all future correspondence and continue to direct all correspondence to the principal attorney of record, Kevin J. Canning, Esq.

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I hereby certify that this transmittal letter and the papers referred to as being enclosed therein are being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Post Office Box 1450, Alexandria, VA 22313-1450 on:

November 13, 2003

Date

David R Burns

David R. Burns

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LAHIVE & COCKFIELD, LLP

Attorneys at Law

By: *David R Burns*

David R. Burns

Registration No. 46,590

Attorney for Applicants

Date: November 13, 2003